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ABSTRACT

This manual ensures that the personnel who work at the Information/Reference Desk of the James White Library, Andrews University carry out similar procedures regardless of their shift. It serves as an orientation tool and a reference guide, and gives procedures for dealing with patrons, answering reference questions, making the right referrals, handling common problems, keeping records, and maintaining the reference room as well as its equipment and supplies. It also shows the differences between services offered to the University patrons versus the community patrons. Samples of forms used at the Reference Desk are included. Contents include: Opening and Closing Procedures; Services; Reference Interview; Customer Relations; Statistics; Telephones; Computers; Printers; Finances; Circulation; Common Problems; Andrews University Patron Privileges; Community Patron Privileges; Area Libraries; Referrals; and Supplies. (AEF)

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INFORMATION / REFERENCE DESK PROCEDURES MANUAL

By
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Berrien Springs, MI 49104

IR058397

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OPENING AND CLOSING PROCEDURES

OPENING PROCEDURES

Preparing the reference room

Public Area

Turn on lights in Reference public area.

Turn on Web monitors.

Make sure all computers are working properly by logging off and logging on again.

Set all computers to the Library home page.

Open curtains, if needed.

Information/Reference Desk

Unlock Information/Reference Desk drawers and return key to proper place.

Put out the *SDA Yearbook* and cash box.

Turn on reference computer.

Purge all previous print commands.

Turn on laser printer.

Fill paper tray with clean paper.

Put scrap paper in manual paper feed door.

Opening the desk

Turn on lights in Information/Reference Desk area.

Turn off "Forward" button on phone at opening time.

Change sign to reflect closing time.

Remove scrap paper and close manual feed door of the printer.

CLOSING PROCEDURES

Reference Room

Inform patrons 5-10 minutes before closing time that the printer will be turned off.

Pick up books from carrels / tables and put on shelving truck. Place phone books on top of bookcase.

Take any personal items to Circulation's "Lost and Found" cupboard. If a driver's license is left, call the patron and keep the license at the Information/Reference Desk until the patron picks it up the following day.

Pick up and discard waste or scrap paper.

Push in chairs.

Open all drapes.

Information/Reference Desk

Account for all Information/Reference desk books and CD-ROMs.

Be sure all IDs have been claimed from metal box.

Put away *SDA Yearbook* and cash drawer. Lock drawers. Put key in designated area.

Shut down properly the two reference computers: Consultation & Information/Reference.

Replace current statistics sheet with a new one from the cupboard. Put the current day's statistics sheet in Reference Associate's mail box.

Forward phone to the hours number. Press *Forward*, dial **6376**, then press *Forward* again. Do all of this with the receiver down on the phone. Forward light should be on. Test by pressing 6260 or 3639 or the other phone lines and dial 3283.

Put out the name tag of the person on duty the next day and the sign that indicates the opening time.

Turn off printer and remove paper.

Turn off lights in Information/Reference Desk area only. Security will turn off lights and Web monitors when library closes.

SERVICES

SERVICES

Information/Reference Desk

Responsibility

As the person scheduled for the desk, you are in charge of the entire service area including the reference room. Make yourself available and visible for assisting even if you are doing other assigned tasks. Remember, people are afraid to ring the bell or call your attention.

Be responsible for answering the different types of questions:

- reference question
- other types of patron contact

Reference question

Definition

an "information contact that involves the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff."

Categories

Holdings (with or without bibliographic specification)

Example 1: Do you have the *Universal Declaration of Human Rights*?
Example 2: Is it true that Hitler wrote a second book after *Mein Kampf*?

Fact-finding (factual, ready reference; patron demands specific items of information)

Example 1: Is there an international sign for "this side up" on packing cases?
Example 2: What was the name of Pavlov's dog?

Material-finding (open-ended, patrons require a range of information)

Example 1: I am looking for something on absolute pitch.
Example 2: What have you got on the use of insects as food?

Research (questions that cannot be fully answered by literature and other documentary searches, patron has to use more specialized tools of research such as deduction, experiment, surveys, etc.)

Example 1: How do the meals at Andrews Academy compare with the meals served in the public high schools?
Example 2: How can registration procedures be improved?

Residual (questions with internal inconsistency, logical flaw, inherently impossible, etc.)

Example 1: How many grains of sand are in a bucket?
Example 2: How did Jesus wear His hair?

Other Patron Contacts

Definition

This is an "information contact which facilitates the use of the library and does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information sources other than those which describe the library, such as schedules, floor plans, handbooks, and policy statements."

It may include any of the following:

Administrative

Example 1: Do I have to book in advance to do a CD-ROM search?
Example 2: What do I do to apply for a job in the library?
Example 3: Is the library open on Memorial Day?

Directional

Example 1: Where are the restrooms?
Example 2: Where is the carrel of John Doe?

Material

Example 1: Hand the patron a book, CD-ROM, or video.
Example 2: Run something on the photocopier.
Example 3: Add paper or change ink cartridge.

(Definitions & examples from IPEDS report)

Consultation

Responsibility

Consultation service is provided by the librarian as scheduled or as requested by patron.

Types

Back up

The consultant will help at the desk when there are too many patrons or when there is a difficult question.

The consultant will pick up the phone after three rings if the reference desk assistant is busy helping a patron.

By appointment

The following preliminary procedures for the consultation is done by the person on duty at the desk:

- Conduct a reference interview if needed.
- Ask patron to fill out the consultation form.

- Give consultant's business card to patron.
- Put completed form in consultant's box.

The following procedures are carried out by the consultant during the appointed time:

- Help develop a search strategy.
- Assist in the use of resources.
- Summarize results and time spent.
- File report in designated place.

Instruction

Refer requests or questions about library instruction to the Instruction Librarian.

Interlibrary Loan

For eligible patrons, see "Interlibrary Loan" under *Andrews University Patron Privileges*.

For ineligible patrons, make the following suggestions:

For book requests, ask them to check out the interlibrary loan procedures of their library.

For photocopy requests, they may look up full text sources, purchase their own documents, or check with their own library.

REFERENCE INTERVIEW

REFERENCE INTERVIEW

In order to help patrons find what they need, it is important to conduct the reference interview correctly.

Define the problem.

Restate the question in your own words and clarify anything that is vague: spell out words if necessary, ask for the assignment or course outline.

Find out what the patrons have done to help themselves.

Determine how much information is needed and/or what it will be used for (i.e. term paper, 3-minute speech, thesis, or dissertation).

Find out the time constraints.

Help the patrons go through the process.

Assist in locating the material.

Get patrons' name and phone numbers if you need more time to answer the question.

Invite patrons to ask for additional help if needed.

Check back to see patrons' progress.

If the question is not fully answered, refer to the consultant on duty or advise patron to set up consultation session by filling out the form. If patrons do not have the necessary skills to perform efficiently, suggest attending workshops.

CUSTOMER RELATIONS

CUSTOMER RELATIONS

Good Customer Service

Keep the desk fairly neat.

Acknowledge patrons' presence.

Greet with a smile.

Maintain eye contact.

Ask what you can do for the patrons.

Assess patrons' needs.

Carry on discussion in a professional way.

Follow-up on patrons' progress.

Find out patrons' level of satisfaction.

If patrons are not fully satisfied, offer new suggestions, refer to consultant, or encourage to book for a consultation session.

Difficult Patrons

A difficult patron is one who refuses to follow library policy, who does not want to abide by the library's established procedures, whose behavior is inappropriate in an academic library, etc.

Approach the patron cautiously and address the issue with respect.

Listen to the patron.

Explain the policy and keep calm.

Offer options or solutions to the problem.

Give time for the solution to be worked out.

If running into difficulty, call supervisor if within the vicinity. If all by yourself, call library security.

STATISTICS

STATISTICS

Information Services

Statistics measure the activity of the department. The daily statistics sheet indicates the reference, consultation, and instruction services. Following each interaction with a patron, record your activity in the appropriate place.

Below are the common forms used at the Information/Reference Desk:

INFORMATION SERVICE STATISTICS FORM

INFORMATION SERVICE STATISTICS _____2000

Number of patrons at 8:00 a.m._____ Patrons contacts between 8-9 a.m._____

SERVICES:

Time	9-10a	10-11a	11-12p	12-1p	1-2p	2-3p	3-4p	4-5p	5-6p	6-7p	7-8p	8-9p	9-10p
Refer.													
Other													
Consu.													
Total													

USAGE: Totals

Reference Desk Sources_____

LIBRARY INSTRUCTION:

Number of Sessions_____

Number of Students_____

Number of patrons at closing:_____

Number of patrons at 8:00 a.m.

The person responsible for opening the department counts and records the number of patrons in the room five minutes after library opening time.

Patron contacts between 8 and 9 a.m

Record each time you assist a patron, whether it is for a reference question, information question, printouts, etc.

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Services

Please record under the correct hour.

Reference*

Mark each time you answer a reference question, assist a person at the computer, find information from a book or from the computer. Normally this is done by the person on duty but may also be recorded by the consultant who fills in when the desk is busy.

Other*

This stands for other types of patron contacts other than reference questions. Some examples are: giving directions or printouts; handing or receiving books, CD-ROM; collecting money, transferring the phone, etc.

Consultation*

Each librarian records by putting a mark on the sheet each time they conduct a consultation session. This is in addition to completing and filing the consultation forms.

Usage

Reference Desk Sources: Record each time you lend a book from the reference desk. (And don't forget to put a tally mark in the book pocket when you receive the book.)

Library Instruction

The leader of the instruction team records the number of classes and the number of students after each instruction session.

Number of Patrons at Closing

Record the number of people in the entire reference area just before closing time.

* See the section "Services" for details.

CD-ROM Databases

Mark each CD-ROM lent under the correct week.

CD-ROM DATABASES

General Databases

CD-ROM	Date:	Date:	Date:	Date:	Date:
CCH Standard Federal Tax Reporter					
Census of Population & Housing, 1990					
Dissertation Abstracts					
eHRAF Collection of Ethnography					
HAPI - Health and Psychosocial Instruments					
Monarch Notes					
Oxford English Dictionary, 1992					
Standard and Poor's Stock Reports					
Street Atlas					
World of Poetry					

Career Databases (on CD-ROM Computers)

*SIGI - Plus					

Religion Databases (on CD-ROM Computers)

ATLA Religion Databases					
Bible Works (Hermeneutics)					
Catholic Periodical and Literature Index					
Encyclopedia Judaica					
New Testament Abstracts					
Old Testament Abstracts					
Religious and Theological Abstracts					
SDA Bible Commentary					
Soncino Classics Collection					
Thesaurus Linguae Collection					
ZID					

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TELEPHONES

TELEPHONES

Information/Reference Desk Phone

Official Use

This phone is for receiving and answering reference questions. Do not use it for social calls. Inform social callers to contact you outside work hours.

Answer - Identify the department, yourself, and ask how the patron can be helped.

Transfer

Do this if the call can be legitimately answered by another department.

Inform patron that they are being transferred to another department and give its number (in case they get disconnected).

Press the transfer button.

Dial number.

Give brief information about the transfer.

Press the transfer button.

Hang up.

Public use

Do not allow patrons to use this for personal calls even for a few seconds.

Direct patrons to courtesy phone or pay phone whichever applies to their needs.

If an unclear question necessitates calling a faculty member (teacher or boss), dial the phone and make the inquiry.

Types of questions that may come over the phone

Holdings

Patrons asking about library holdings can be taught how to search our catalog if they have Web access. If they have no access to our library, entertain up to 3 titles. For more titles, invite the patron to come personally and use our library. If the call is long distance, recommend a library in their area that may have WorldCat.

Hours

Questions about opening and closing of desk hours should be responded to immediately. For detailed questions about hours of other sections of the library, suggest that the patron listen to the hours line and transfer the call to that line (6376). General library hours can be obtained from the library home page.

Locate a person

- If the call is for a library staff member, give the phone number and offer to transfer.

- If the call is for a patron, apologize for the fact that we do not have a paging system and that we are unable to leave our post to search for the person. If the situation sounds urgent, receive the message and find a way of delivering it. Do not leave the desk uncovered.

Reference question

- For a brief, ready reference question provide the answer as quickly as possible. Do not put a person on hold for a long time.

- If you get a complex question, inform the patron that more time is needed. Give the patron an idea of the amount of time needed to answer the question and ask him/her to call you back within that amount of time. Write the name, phone number, and question on a piece of paper. If unable to answer within your shift, be sure to pass on to the next shift or refer to consultant on duty.

Public Phones

Off-Campus Phone

For off campus and long distance calls, direct patrons to the pay phone at the main entrance.

On-Campus Phone

For free on-campus calls, direct patrons to the courtesy phone on the wall by the lunch room in the lower floor.

COMPUTERS

COMPUTERS

Information/Reference Desk Computer

To Start

Turn switch on.

Log on and type password (acquire from supervisor).

Open Netscape Navigator to the library's home page.

To Quit

Close out all programs.

Click <Start>

Click <Shut down>

Wait till safe to turn off.

Turn switch off under desk.

To Report Computer Problems

Call the Systems Manager and report the problem. You may be given the solution to the problem or referred to the right person or office such as the Systems Librarian, Information Technology Services, etc.

Consultant's Desk Computer

To Start

Turn on switch under the Desk.

At c> type: telnet library.

Type log in and password (acquire from supervisor).

Select s> to search.

Select b> for bibliographic record.

Perform search following the commands.

To Quit

Log off to c> after each use.

When done for the day, turn off switch under Desk.

Public Web Stations

James White Library is a research library and therefore all public stations are for academic research.

To Start

Turn on the monitors.

Refresh by logging off and logging on.

Open Netscape Navigator to the library's home page.

To Check

Open Netscape Navigator to the library's home page. (First thing to do when coming on desk!)

Close down other open Web sites.

Make sure Web site is working.

Pick up left over items and put where they belong.

To Quit

Set to library home page.

Delete all other web sites.

Turn off monitors.

PRINTERS

PRINTERS

Laser Printer

Availability

Networked for offices and public computers.

To Turn On and Off

Turn on printer first hour of the morning, load with paper after deleting old print jobs. (May use scrap paper first hour of morning before the desk officially opens to the public.)

Turn off on last hour of the day and empty the paper tray.

Responsibility

Person on desk duty should monitor printouts. Inform patrons when there is excessive printing.

Teach Patrons

Encourage patrons to preview prior to printing and to indicate pages they can pay for.

Note that each database may have its own commands for saving and printing.

Cost

Patrons pay 10 cents per page, including errors.

To Claim Printouts

Patrons should ring the bell to claim and pay for their printouts. We must not allow patrons to retrieve printouts from the printer.

Staff members who send print messages to the printer should claim their own printouts.

Toner Cartridge

When to change

Do not change toner when the message *Toner Low* appears.

Change toner when pages come out smeared, streaky, or too light to read.

How to change

Print out a *Page Count for Laser Printer*.

Press the left side of the Menu button. Display should read *Test Menu*.

Press the right side of the Item button. Display should read *Print Self Test*.

Press Select. It will then print out and reset itself to *Ready*.

Remove old cartridge.

Get a new cartridge from the cupboard and pull out the plastic tab until the whole strip comes out. Dispose of the strip.

Place the new cartridge in the printer.

Put old cartridge in box which contained the new cartridge and place in Reference Associate's mail box.

Paper Jam

Check the following places when a paper jam occurs:

- Pull out the *paper tray* and check paper.
- Turn machine around, open the *rear door*, and pull out jammed paper.
- Open cover door to reset printer.

Printing Problems

When on desk, pay close attention to the printer. When something is being printed, check where it comes from and verify that patron is aware of how many sheets are being printed. Consider this a teaching moment if patrons do not know how to print or are sending print commands without previewing.

Blank printouts

Review process with patron.

Print again.

Printing too many sheets

Press "Cancel" button on the printer.

Shut off if necessary.

Charge patron for sheets that were printed out

Patron printed out but has no cash

Put patron's name and ID on cover sheet.
Patron can claim printouts with payment before closing time.

Unclaimed printouts are discarded the following morning.

Unclaimed printouts

Determine which station the printouts came from.

Check with patron at that station and inform that the prints are ready and at what cost.

If patron does not claim them, check the time on the cover sheet because they could have been printed by a previous patron at that station.

FINANCES

FINANCES

Items That Require Payment

Printing

Patrons pay 10 cents a per page from the public computers. They come to the desk and claim their printouts. If no one is there, they should ring the bell.

Diskettes

Diskettes are 75 cents each.

Methods of Payment

Cash

Collect for printouts and diskettes. Do not accept bills larger than $5.00. Send patron to Circulation Desk with bigger bills. Accept exact change whenever possible and especially on Sundays.

Check

Checks are to be written out to "James White Library" for the exact amount. Do not accept any two-party checks.

Special Arrangements

Teachers may arrange for students to sign up and indicate the number of copies made. Watch for such sign-up sheets on the clipboard.

Inter-Department Charge Vouchers

Departmental jobs can be charged on IDC vouchers for $2.00 and over. Vouchers will be submitted to Financial Records when the amount reaches $10 (or at the end of the fiscal year, if less than $10). Do not issue vouchers if the account number is not available. IDC vouchers are kept in the back of the main drawer.

Fill out the following sections of the IDC: account number to charge, the date, the number of pages that was printed, and the patron's signature at the bottom.

If the department will use the same IDC several times, the first person who fills out the form should sign on the bottom.

Receipts

For patrons who wish to receive a receipt, find the receipt book in the back of the money drawer. Fill out properly and be sure your signature is legible.

Inter-Department Charge Voucher (Sample)

BUSINESS OFFICE COPY

INTER DEPARTMENT CHARGE VOUCHER
ANDREWS UNIVERSITY

DATE

	FUND	ORGN	ACCT	PROG	ACTIVITY	DEPARTMENT
CHARGE						
CREDIT						

Quantity	Department	Unit Price	Amount

			TOTAL	

Signature Issuing Dept. Signature - Receiving Dept. Shaded Area-Business Office

Similar to actual form

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CIRCULATION

CIRCULATION

Reference Books in the Reference Room

Reference books are *not* checked out of the building. They should be used in the reference room unless with special permission to use elsewhere in the library.

If patron wants to check out a reference book, explain the rule and make the following suggestions:

- Check for similar books in stacks.
- Photocopy the necessary pages from the reference book.
- Come back the next time when the library is open.
- Show how person can purchase book personally – amazon.com or bn.com or *Books in Print.*
- For faculty members needing copies of pictures, send them to the Multimedia Lab where they can have the pictures scanned.

Items Behind the Information/Reference Desk

Books

Before handing book to patron, ask for patron's ID and remove card from book.

Clip patron's ID with the book card and place in metal box in Information/Reference Desk drawer.

Record on Information Services Statistics sheet under the correct category:

- Each time you lend or receive a reference desk item, mark under "**Other**."
- Record the number of items lent under "**Reference Desk Sources**."

When patron returns the book, give back the ID card.

Put the book card in the pocket of the returned book.

Record

- the usage on the book pocket, and
- under "**Other**"on the Information Services Statistics sheet.

Return the book to where it belongs.

CD-ROMs

Remove the CD-ROM from its case.

Put the patron's ID card in the case and lay it on top of the other CD-ROM's in the drawer.

Walk over to the CD-ROM station and load the CD-ROM yourself.

Tell the patron to claim ID card and/or printouts when done.

Record on Information Services Statistics sheet under "**Other.**"

Record on the CD-ROM Databases sheet under the name of the CD-ROM.

When patron is done, return ID card.

Remove the CD-ROM from the drive and put back in its case. File correctly in the CD-ROM drawer.

Record under "**Other**" in the Information Services Statistics sheet.

Other Materials Without Cards: Maps, Pamphlets, Etc.

Make temporary card with title of material being lent.

Clip patron's ID with temporary card and put in metal box in the drawer until returned.

Record on Information Services Statistics sheet under "**Other**" category:

Record the number items lent under "**Reference Desk Sources**."

When patron is done, return ID card.

Discard temporary card.

Return material to the correct location.

Record under "**Other**" on the Information Services Statistics sheet.

CIC Books

Most books from the Careers Information Center (CIC) can be checked out for 3 days with 1 renewal. Send patron to Circulation Desk to check out.

A few books are labeled for library use only.

Items From Other Areas

General Circulating Books

Found in Top and Main Floor.

Check out at Circulation Desk.

Periodicals

General periodicals in the Lower Floor, Seminary periodicals with the Seminary collection in the Main Floor.

Check out bound periodicals at Circulation Desk.

Loan period

- 1 day for general users
- 3 days for faculty and staff

Current periodicals cannot be checked out. Offer patrons the following options:

- Make photocopies from journals available in the Periodicals Dept.
- Download or print from a full text database. Look up "Fulltext Journals Titles" to check availability of full text articles.

CD-ROMs and Floppy Disks that Go with Books

Check out from Circulation Desk.

Videos

Check out from the Multimedia Center.

Return to Multimedia Center. If door is closed, use the book drop by the door.

COMMON PROBLEMS

COMMON PROBLEMS

Holds

A book can be put on hold under the following situations:

- the JeWeL catalog shows status as "New Book"
- the JeWeL catalog shows that it is checked out.

To place a book on hold

- Send patron to Circulation Desk to fill out a *Hold Slip*. Patron will be informed when book is ready for check out.

Hold Slip

Hold Slip

Please fill out the following information clearly. You will receive a notice when the book is ready to be picked up.

_____
Name

_____
ID Number or Address

_____
Phone Number

_____
LC Call Number

_____

_____
Today's Date

Please leave hold slip in book pocket.

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Missing Books

When a patron claims that a book is missing, do the following steps:

Check the catalog for the following:

- Call number: Is the call number correct?
- Location: Did the patron go the right location?
- Status: Is the book checked out? in process? missing?

Give the patron directions to find the correct location. Go with patron whenever possible.

- For books that are in the reference area, check the shelving truck, the CIC collection, Seminary Reference, the New Book display, and the carrels as time permits.

- If book is not in correct location, advise patron to check within a day of two.

- If book is not in location after 2 days, advise patron to fill out a *Missing Book* form at the Circulation Desk. Patron will be notified when book is found .

If the patron is desperate and efforts have been exerted to locate the book within the library, several suggestions can be given:

- Check WorldCat and send patron to a library that has the book. Patron cannot check out but may read and photocopy as needed.
- Eligible patrons may process an Infopass for items available in any of the Berrien Library Consortium Libraries.
- Eligible patrons may also request through interlibrary loan if there is sufficient time.

Missing Book Form

MISSING BOOK

Today's date: _____/ _____/ _____

Not needed After: ____/ _____/ ____

Your Name: _____

Your ID #:_____

Book Call # : _____

_____

****

– For Staff Use –

_____ Put on a missing hold
_____ Put on missing list

Date	Initials	
___/ ___ /___	_____	Searched for
___/___ /___	_____	Searched for
___/ ___ /___	_____	Searched for

Found_____

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Periodical Articles

Check "Fulltext Journal Titles"

If the title is available in another database, click on the link and do an author-title search of the article needed (advanced search) and help the patron retrieve the full text.

If title is in JeWeL, click on the title and carefully interpret the status and availability of the issue needed.

Is the copy at the bindery?

- If "to bind" date is in the future, send patron to the Periodicals Office to photocopy the article needed.
- If "to bind" date is in the past, advice patron to come back after two weeks.

If JWL does not have the article in print or electronic form, here are several options:

Send the patron to any of the BLC libraries that carry the journal.

Check WorldCat and send the patron to a library most convenient for the patron.

Recommend doing an ILL
Note: When the desperately needed periodical is in the bindery, eligible patrons can negotiate for rush ILL.

Recommend document delivery suppliers where patron can purchase articles, i.e. Ingenta.

Reserved Items

Patrons looking for items as part of their course assignments or readings, may be directed as follows:

Books, Photocopies

Check Course Reserves in the Library's web site or the Course Reserves Book at the Circulation Desk

Choose by course name or course instructor

Videos

Send patrons to the Multimedia Center

Rush

When patrons want to borrow a book that JeWeL indicates as "In Process," the catalog process can be expedited by doing the following steps:

- Ask patrons to fill out "Rush Cataloging Request" form.
- Let patrons know that they will be informed when the material is available.
- Put Bib# from search mode. (To use Search Mode see instruction below)
- Take the form to the Head Cataloger or the Head of Bibliographic Services.

Rush Cataloging Request

For use when JeWeL record indicates material is **"IN PROCESS"** and patron needs it ASAP.

Today's date : _____ / _____ / _____

Title: _____

Author: _____

Record # . b _____

Patron's Name: _____

Patron's ID # : _____

Date needed by _____ /_____ / _____

Other Information: _____

_____

Library staff – When this form is completed please give to Esther or another cataloger if Esther is not available.

Search Mode:

- Use either the reference desk computer or the consultation desk computer and log on under staff mode
- Press "J" for JeWeL (Online Catalog).
- Press "S" to Search the catalog.
- Press "B" for Bibliographic record.
- Type in title or author of the item wanted.
- Bibliographic number will be in the left hand corner of the screen in the blue line.

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ANDREWS UNIVERSITY
PATRON
PRIVILEGES

ANDREWS UNIVERSITY PATRON PRIVILEGES

When patrons need materials not found in this library, follow these steps: Verify the patrons' needs, confirm that the materials are not available in this library, check the patrons' deadlines, and recommend the most appropriate procedure that they are entitled to.

Interlibrary Loan

Regular

Check Eligibility

Andrews faculty, students, and staff with valid AU ID card; family members are excluded. Research assistants or secretaries processing requests for their supervisors should put supervisor's name followed by their own name and the supervisors' ID card number.

Example: Professor's name/Graduate assistant's name

Check purpose

James White Library Interlibrary Loan is for Academic research only. Suggest that materials needed for personal research be processed at the community library.

Check local resources

- JeWeL catalog
- Full text sources
- BLC libraries

To process a request

Situation A. Patron is in an OCLC FirstSearch database and finds an item s/he needs (Books = WorldCat; Dissertations = Dissertation Abstracts or WorldCat; Articles = varied sources).

- Toggle between the database and the library's home page. Check the catalog if searching for books, and the Full Text Journals list if searching for periodical titles.

- If James White Library does not have the item needed in print or electronic form, process the request from the full bibliographic record on OCLC FirstSearch.

Situation B. Patron comes with a printed citation from either a printed source or a database that s/he can no longer remember.

- Check which OCLC FirstSearch database indexes the journal by looking up "Periodical Titles in OCLC FirstSearch" and note the ISSN.

- Log on to the database/s recommended by *Periodical Titles in OCLC FirstSearch* and do an author/title search for the citation and process it electronically if found. Sometimes using the ISSN helps. This may be a long procedure for the patron but it will speed up receiving the materials.

- If the citation was not found electronically, ask the patron to fill out a blue form in *pen* and put the OCLC number or ISSN number. (Use blue form as last resort)

- OCLC number is the number in square brackets found in the Serials Directory.

- Attach photocopy of citation to the blue form.

- Receive the request at the Information/Reference Desk and put it in the ILL Manager's mail box.

To receive items requested

- Articles - will be sent by mail to address given in the form.

- Books and Dissertations - Patrons will receive a note indicating that the items can be picked up at the Circulation Desk. Patrons must pick up immediately because loan terms vary.

To return

- Photocopies are normally not returned unless specified.

- Books must be returned to the Circulation Desk.

To renew books

- Renewals are not set by JWL but by the lending library. They may or may not be granted, so patrons must try to finish reading the borrowed items by the date due.

- If the ILL sleeve does not say "No Renewals," patron can fill out a renewal slip at Circulation Desk no later than 3 days before the due date. Those 3 days are important for negotiating with the lending library.

- Patrons may keep the book even beyond the due date until a note is received from the Interlibrary Loan Office.

- Patrons must attach the renewed date on the sleeve in order not to be charged an overdue fine based on the original date due.

Emergency Situations

When patrons have a legitimate reason to request a "Rush" interlibrary loan and all the preliminary checking has been done to prove that the item needed is not here electronically or in print, do one or more of the following:

- Recommend the nearest library in Berrien County or the nearest University such as Notre Dame to photocopy only.
- Order periodical article from Uncover Web or from whatever current document delivery service is available to the public.
- Recommend a similar title in JWL.
- If nothing else works, send patron to the ILL Manager to negotiate for a pre-paid Rush request. Patrons will not be charged a fee if the library's copy is in the bindery.

When patrons need dissertations so badly that they are willing to purchase a copy or copies, recommend one of the following:

- Purchase regular copy using UMI order form or from the UMI web site. There are choices for hard cover, soft cover, or microfiche format.
- Purchase a copy without covers through the ILL Office. This is usually cheaper than the option given above but faster because it is processed through Dissertation Express.

Problems Related to ILL

When patrons have questions regarding the status of their requests, check CLIO at the Information/Reference Desk. Here are some typical questions:

- "I sent a request some time ago and have not heard anything. What's happening to my request?"
- "I asked my graduate assistant to return my ILL book. Can you please check if it has been returned."

When encountering the following situations, call ILL Office at 3506 and explain the situation before sending the patron over to the ILL Manager. If no one is in the office, give the patron an idea of the best time to come back or give the phone number to contact.

- Difficult citations - proceedings, citations that are complicated or unclear, etc.
- Fines for ILL

Off-Campus Patrons

Distance Education AU students

Refer to the Off-Campus Services section of the Library's Web Site.

If patron needs immediate suggestions, give the following:
- Check public library to process their request
- Check a nearby academic library where they can photocopy articles.
- As a last resort, recommend ILL using appropriate OCLC database.

General Patrons

Recommend that they process their ILL requests at their public library.

For patrons wanting something from the Adventist Heritage Center, transfer the message to AHC.

Infopass

Infopass allows patrons from participating local libraries to check out materials from any library within the Berrien Library Consortium. Patrons from other BLC libraries coming to James White Library may check out books from the Circulation Desk and videos from the Multi-media Center according to each department's policies.

Patrons Coming to Our Library

Direct patrons coming from other libraries to the Circulation Desk if they are checking out books and to the Multimedia Center if they are checking out videos.

A.U. Patrons Wanting to Use Other Libraries

Periodical needs

Check the Berrien Library Consortium periodical listing to determine where patron can go to photocopy articles needed.

Book or video needs

Patron should see the Head of Information Services to apply for an Infopass. This provides check-out privileges.

Sample Infopass

INFOPASS

Andrews University
Benton Harbor Public Library
Berrien Springs Library
Bridgman Public Library
Lake Michigan College
Lincoln Township Library
Niles Community Library
St. Joseph Public Library
Whirlpool Corp.

Please present this form: to:

_____
Organization

_____
T Address
O _____
City

ATTN: _____
Reference Librarian

Date of Request:

_____
Name

_____
Address

_____
City Phone

_____
Identification: Soc. Security/Driver Lis./ I.D. No. / etc.

Originating Library or Information Center

_____
F Organization
R _____
O Address
M _____
City
REFERRED BY: _____

Subject or Type of material Request

NOTE:
Limited to Five Items
One-Time Use ONLY

BERRIEN LIBRARY CONSORTIUM
JAMES WHITE LIBRARY
Andrews University
Berrien Springs, MI 49104
Telephone: 471-3267

PASS HOLDER:
Present white & canary copies to library visited

(FOR USE BY SOURCE LIBRARY ONLY)
Services rendered: In-Library Use
Other
Approximate time spent:
Comments:
(use reverse side for additional comments)
VISITED LIBRARY:
Complete services rendered portion of form. Retain white copy for your files. Return canary copy to the Consortium.

This is just a sample of how an Infopass looks.

RFBP Borrowing Program

The James White Library participates in the Reciprocal Faculty Borrowing Program.

Eligibility

All AU faculty members in good standing can fill out an application form.

Responsibility

RFBP card holders are responsible for borrowing and returning the materials and for abiding by each library's regulations. Cards may be revoked or invalidated any time complaints are filed by the lending libraries.

Application

Find forms in cupboard behind the Desk. Eligible faculty members may fill out the application form and submit to the Head of Information Services. The RFBP card will be sent to the applicant via intercampus mail.

Expiration

The cards expires June 1 of each year.

Renewal

Submit card to the Head of Information Services and a new sticker will be attached with the authorized signature.

Sample of Application for RFBP Card

APPLICATION FOR
RECIPROCAL FACULTY BORROWING PROGRAM CARD

Name of Faculty: _____

ID: _____ Dept: _____

Phone # : _____ Local Zip Code: _____

Libraries where you plan to check materials out:

_____

_____

_____

_____

(Card and materials will be sent to you by intercampus mail)

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Remote Access

Give the following directions to AU distance education students as well as local students and faculty who want to access the catalog and all paid databases:

- Log on to the library home page.
- Click on: *Library Services to Off-Campus Students*.
- Click on: *Establish an electronic link to JWL Resources*.
- Follow instructions given in: *Establish an electronic link to JWL Resources (via Proxy)*.

Michicard

Michicard is a statewide library card for participating public libraries and academic libraries. A list of participating libraries can be found in the Library of Michigan web site.

- James White Library is not a participating library.
- The Berrien Springs Community Library issues Michicards to its members.

COMMUNITY PATRON PRIVILEGES

COMMUNITY PATRON PRIVILEGES

Library Use

Free access to open stacks.

Free access to all databases on the public computers.

Check Out

One -time check out

Members from other Berrien Library Consortium libraries should get an Infopass from their library to check out materials from James White Library.

Patrons coming from non-BLC libraries may request materials held by James White Library through their library's interlibrary loan office.

Frequent check out

Recommend that the patron apply for a community card at the Circulation Desk.

Holders of the community card can check out books and bound periodicals from Circulation Desk, and videos from the Multimedia Center.

There is a yearly fee for community cards. Patrons who are ministers, senior citizens, or alumni must identify themselves at the Circulation Desk to receive special price.

Remote Access

Access to http://www.andrews.edu/library is only for the catalog and free databases.

Interlibrary loan

Not available.

Suggest that patrons go to their local public library or academic library to process their requests.

Michicard

James White Library is not a participating library.

AREA LIBRARIES

AREA LIBRARIES

Academic Libraries

Lake Michigan College (Berrien Library Consortium member)
Address: 2755 East. Napier Avenue, Benton Harbor, MI 49022
Phone: 927-8605
Home page: http://lmc.cc.mi.us/lib/
Good for: Lake Michigan College Archives

Western Michigan University
Address: Dwight B. Waldo Library, 1201 Oliver St., Kalamazoo, MI 49008-5080
Phone: 616-387-5202
Good for: Ecology, Medieval studies, US & State Documents

University of Notre Dame
Address: 221 Hesburgh Library, Notre Dame, IN 46556
Phone: 219-631-5252
Good for: Several different collections, esp. Law, Catholic Church

Public Libraries

Patrons who need to find materials for their non-academic needs such as recreation, genealogy, etc. may be referred to the public libraries in Berrien County.

Berrien Springs Community Library (Berrien Library Consortium member)
Address: 215 W. Union, Berrien Springs, MI 49103
Phone no: 471-7074
Good for: Questions that deal with Berrien Springs history, videos, children's books, popular materials

Benton Harbor Public Library (Berrien Library Consortium member)
Address: 213 East Wall St., Benton Harbor, MI 49022
Phone no. 926-6139
Home page: http://www.mlc.lib.mi.us/~bhp1/
Good for: Black Collection, House of David Collection, selective Federal documents, Michigan state documents, Berrien County census

Bridgman Public Library: (Berrien Library Consortium member)
Address: 4460 Lake Street, Bridgman, MI 49106
Phone no: 465-3663
Good for: Oral History, Genealogy, Large Print collection, audio books

Lincoln Township Public Library (Berrien Library Consortium member)

Address: 2099 West John Beers Rd., Stevensville, MI 49127
Phone: 429-9575
Good For: Oral History, CCH Standard Taxes for Michigan

Maude Preston Palenske Memorial Library (Berrien Library Consortium member)

Address: 500 Market Street. St. Joseph, MI
Phone: 983-7167
Good for: Cook Nuclear Plant NCR Documents, Large Print Collection

Niles Public Library (Berrien Library Consortium member)

Address: 620 East Main Street, Niles, MI 49120-2620
Phone: 616-683-8545
Good for: Ring Lardner (Complete Works) Oral History; Obituaries from the Niles newspaper

REFERRALS

REFERRALS

Quick Referrals

Carrel reservations - Building Manager

Classroom reservations - Office Manager

Coats - Coat room behind Reference Associate's Office

Conference rooms, small - Circulation Desk

Conference room, Hance - Office Manager

Courtesy desk (materials for other people to pick up) - Circulation Desk

Difficult reference questions - Consultant on duty

Donations
- General: Library Director
- Adventist resources: Curator of the Adventist Heritage Center

E-mail problems - ITS

Elevators – Behind circulation and back of Bibliographic Services

Holds - Circulation Desk

Instruction requests - Instruction Librarian

Invoices – Acquisitions Associate

Job openings in the library - Bulletin Board

Lost and Found – Circulation Desk

Maps
- road maps, local area maps - Reference Desk
- geographical maps - Multimedia Center
- Biblical maps - Seminary Library

Meeting rooms (small groups) - Circulation Desk

Missing issues - Check full text; if not available in full text, for eligible patrons, recommend interlibrary loan.

Paper Cutter - Multimedia Center

Periodicals to Bind - Periodicals Office (check date on screen–it takes two weeks to bind)

Photocopiers (coins, jams, streaking, etc.) - Circulation Desk

Recommend a book for library purchase - Refer to appropriate Library Liaison

Remote access - Library web page

****Restrooms*** - Top and Lower floors

****Room Reservations***
Classrooms, study rooms - Circulation Desk
Conference rooms – Office Manager

Rush - Fill out "Rush" form and submit to Cataloging

SDA questions - Adventist Heritage Center

Statements for library book orders - Bookkeeper

Tests - (such as GRE, GMAT, etc.) Multimedia Center, Stacks Top Floor

Transparencies - Multimedia Center

Typewriters - Multimedia Center

Word processing - Computing Labs on Campus

* See following pages for details.

Carrels

There are a few unreserved carrels open to any patron in the Reference Room. The following information applies to reserved carrels.

Location

Main Floor

Open carrels 1-77 and 274
Closed carrels 290 A-M

Top Floor

Open carrels 100-159
Closed carrels 350 A-I

Lower Floor

Closed carrels 191,192,193

Eligibility

Open carrels

Seminary and graduate students; physically challenged students

Closed carrels

Education doctoral students who have passed their comprehensives; Seminary doctoral students who have completed their course work.

Application Procedures

Direct eligible patrons to the Circulation Desk to fill out the application forms or for other related information.

Coats

Public

Direct the public to the coatroom behind the Reference Associate's Office. The library is not held liable for any losses.

Staff

Hang your coats in the corner by the bulletin board.

Elevator

Back elevator - for entry/exit of building

Eligibility

- Handicapped
- Delivery of purchased goods or products

Accessibility

- Eligible patrons can ring the buzzer to enter the building
- Once in the building, they can ask for key assistance from the Circulation Desk or Bibliographic Services to go to another floor.

Middle elevator - for going to other floors

Eligibility

- Handicapped
- Patrons with heavy loads and baby carriages

Accessibility

- No key required

Lost and Found

In general, all items left in the public area go to the Lost and Found cupboard in the Circulation Desk as soon as they are found.

Specific items are dealt with as follows:

- Food items go to the trash can immediately.
- Baby bottles may be displayed at the reference desk until the library closes.
- Keys are held at the Information/Reference desk until the library closes and then transferred to Lost and Found.
- Driver's licenses are held at the Information Desk drawer till the end of the day. If licenses are not claimed at closing time, leave a note in the reference associate's box . The reference associate will call the owners the following day and negotiate for the fastest way of sending them to the owners.

Restrooms

Public Restrooms

Top Floor

Lower Floor

Staff Restroom

Main Floor, accessible by key only for library staff

Rooms

Study Rooms (for 2-6 people)

Location: 2 on the Top Floor

Eligibility: AU students wanting to study in groups of 2-6

Application procedure: Direct patrons to the Circulation Desk

Classrooms

Location: Room 350 Top Floor

Eligibility: Teachers who want to reserve for classes

Application procedure: Direct patrons to the Office Manager

Hance Conference Room

Location: Main Floor, next to Patron Services and before the Seminary Library

Eligibility: Andrews University faculty or staff

Application procedure: Direct patrons to the Office Manger

Director's Conference Room

Location: Main Floor, Director's Office

Eligibility: Library staff and only as a last resort

Application procedure: Direct patrons to the Office Manger

SUPPLIES

SUPPLIES

Office Supplies

Pens, pencils, white outs, post it notes, staples, paper clips, etc. for official use
Location: Desk drawers
Additional supplies: Inform the Reference Associate
Other supplies urgently needed: Get from the Library Director's Stockroom

Cartridges
Location: Cupboard above the bulletin board

Laser Paper
Location: Cupboard by the printer
Other Storage area: Circulation workroom.

Tractor-fed Sheets
Location: Under the card catalog in the Bibliographic Services Dept.

Patron Supplies and Equipment

Calculator - Patrons may borrow with ID card and use within the Reference Room
Glue - Patrons must borrow from reference personnel
Hole puncher - Free access
Marker - Patrons must borrow from reference personnel
Pen - Patrons must borrow from reference personnel
Pencil - Patrons must borrow from reference personnel
Pencil sharpener - Free access
Ruler - Patrons must borrow from reference personnel
Scissors - Must not leave the Desk. Patrons must borrow from reference personnel.
Stapler - Free access
Tape - Patrons must borrow from reference personnel
Tissue - Free access
Whiteout - Patrons must borrow from reference personnel

Supplies in Other Departments

Heavy duty staplers - Circulation Desk

Paper cutter - Multimedia Center

Transparencies - Multimedia Center